To:
Individual Medical
  Supply Providers

Medical Equipment
  Vendors

HMOs and Other
  Managed Care
  Programs

Prior authorization for certain orthopedic shoes is available through the STAT-PA system

Effective March 1, 2001, prior authorization (PA) for certain orthopedic shoes is available through the Specialized Transmission Approval Technology - Prior Authorization (STAT-PA) system.

The Wisconsin Specialized Transmission Approval Technology – Prior Authorization system

The Wisconsin Specialized Transmission Approval Technology – Prior Authorization (STAT-PA) system is a prior authorization (PA) system that allows Medicaid-certified providers to request and receive PA electronically, rather than on paper, for certain services and items. STAT-PA complements the current PA process by eliminating much of the paperwork involved. Providers answer a series of questions and receive an immediate response.

The Wisconsin STAT-PA system can be accessed in the following ways:
- Personal computer.
- Touch-tone telephone.
- STAT-PA help desk correspondent.

Wisconsin STAT-PA is available from 8:00 a.m. to 11:45 p.m., seven days a week. The STAT-PA help desk is available from 8 a.m. to 6 p.m., Monday through Friday, excluding holidays.

Providers are allowed to submit up to 25 PA requests per connection if using a personal computer and five PA requests per connection for touch-tone telephone and help desk queries.

STAT-PA is now available for certain orthopedic shoes

Effective March 1, 2001, Wisconsin Medicaid allows durable medical equipment (DME) providers to use the STAT-PA system when requesting PA for the following HCFA Common Procedure Coding System (HCPCS) orthopedic shoe procedure codes:
- L3216 – Orthopedic footwear, ladies shoes; oxford – depth inlay.
  (Quantity: 1 = one pair)
- L3221 – Orthopedic footwear, mens shoes; oxford – depth inlay.
  (Quantity: 1 = one pair)
- A5500 – For diabetics only, fitting (including follow-up), custom preparation and supply of off-the-shelf depth inlay shoe manufactured to accommodate multi-density insert(s), *per shoe.*
  (Quantity: 2 = two shoes)
- Wisconsin Medicaid will automatically authorize a quantity of one for procedure code L3257 (Orthopedic footwear, additional charge for split size) with the above procedure codes when split size is medically necessary. Providers do not need to separately request procedure code L3257.

Note: If a recipient requires orthopedic shoes designed for the opposite gender, the provider is required to submit the PA request on paper rather than through STAT-PA.

STAT-PA Orthopedic Shoes Worksheet

Attachment 1 of this *Update* is a required worksheet for DME providers using the STAT-PA system. The worksheet lists the information providers enter into the system in the order it is requested. Providers are required to fill in all blanks on the worksheet.

Providers are required to maintain a paper copy of the completed worksheet and all other documentation that supports the worksheet responses in their records for not less than five years for documentation purposes. In addition, providers choosing to resubmit returned STAT-PA requests on paper are required to submit a copy of the completed worksheet with the paper PA request.

Responses to a STAT-PA request

A STAT-PA request will be approved or returned. Providers will receive a STAT-PA confirmation notice both during the transaction and by mail for any STAT-PA request submitted, whether it was approved or returned. The STAT-PA system will assign a PA number to the transaction only when all of the questions in the STAT-PA Required Information section have been appropriately answered.

When the STAT-PA request is <u>approved</u>:
- A PA number is assigned at the end of the transaction.
- The approved procedure code(s) is indicated.
- The grant and expiration dates are indicated.

- The provider records the assigned PA number on the STAT-PA Orthopedic Shoes Worksheet (Attachment 1).
- Providers are required to maintain a copy of the worksheet in their records for documentation purposes.

When the STAT-PA request is <u>returned</u>:
- A PA number is assigned at the end of the transaction.
- The STAT-PA system indicates that more clinical documentation is required and the provider may submit a paper PA request for reconsideration.
- If the provider chooses to resubmit the PA request on paper, the provider is required to include:
  - A Prior Authorization Request Form (PA/RF) with the STAT-PA-assigned PA number in the description field. (This allows for backdating to the grant date originally requested. It is also important for adjudication of the paper PA request.)
  - The Prior Authorization/Durable Medical Equipment Attachment (PA/DMEA).
  - A signed and dated prescription.
  - A copy of the completed STAT-PA Orthopedic Shoes Worksheet (Attachment 1).
- Providers are required to maintain a copy of the completed STAT-PA Orthopedic Shoes Worksheet in their records for documentation purposes. Providers are required to maintain all documentation that supports medical necessity, claim information, and delivery of equipment in their records for a period not less than five years.
- A request for reconsideration may be faxed or mailed to Wisconsin Medicaid. For more information about faxing PA requests, providers can refer to the November 2000

Attachment 1 of this *Update* is a required worksheet for DME providers using the STAT-PA system.

Wisconsin Medicaid and BadgerCare Update (2000-60), titled "Prior authorization requests may now be faxed."

Providers may fax PA paper requests to Wisconsin Medicaid at (608) 221-8616 or mail PA requests to:

> Wisconsin Medicaid
> Prior Authorization Unit
> Suite 88
> 6406 Bridge Road
> Madison, WI 53784-0088

STAT-PA Orthopedic Shoes Worksheet and STAT-PA system instructions

Attachment 1 is a required worksheet for DME providers using the STAT-PA system. Attachment 2 provides detailed STAT-PA system instructions. Attachment 3 provides instructions for downloading STAT-PA software.

This *Update* applies to fee-for-service Medicaid providers only. If you are a Medicaid HMO network provider, contact your managed care organization for more information about its PA procedures. Wisconsin Medicaid HMOs are required to provide at least the same benefits for enrollees as those provided under fee-for-service arrangements.

ATTACHMENT 1

The "STAT-PA Orthopedic Shoes Worksheet" is on the following page.

STAT-PA ORTHOPEDIC SHOES WORKSHEET

Recipient's Name _____

Prior Authorization (PA) Number ____ ____ ____ ____ ____ ____ ____
The STAT-PA system will indicate the seven-digit PA number at the end of the transaction. Please record the number here.

REMINDER: *The STAT-PA Orthopedic Shoes Worksheet is a required worksheet for documenting the information needed to request PA for orthopedic shoes. The provider is required to enter all information from each category in the spaces provided. The STAT-PA system will ask for the following items in the order listed below:*

STAT-PA REQUIRED INFORMATION
Provider Number ____ ____ ____ ____ ____ ____ ____ ____
Enter your eight-digit Medicaid provider number.

Recipient Medicaid Identification Number ____ ____ ____ ____ ____ ____ ____ ____ ____ ____
Enter the recipient's ten-digit Medicaid ID number. This can be found on the Medicaid Forward ID card.

Procedure Code of Product Requested ____ ____ ____ ____ ____
Enter *one* requested procedure code per STAT-PA request.
For touch-tone telephone users, the code will be entered as follows:
L3216 = *53 3 2 1 6   L3221 = *53 3 2 2 1   A5500 = *21 5 5 0 0

Type of Service ____
For touch-tone telephone users, type of service "P" should be entered as "*71"

Diagnosis Code _____
Use the recipient's *International Classification of Diseases, Ninth Revision, Clinical Modification* [ICD-9-CM] three- to six-digit diagnosis code. The decimal point for diagnosis codes is not required; however, all digits of the code must be entered.

Place of Service ____
Place of service for orthopedic shoes may be 3 (Office), 4 (Home), 7 (Nursing Home), or 8 (Skilled Nursing Facility).

Requested Grant Date or Date of Service ____ ____ ____ ____ ____ ____ ____ ____
Use the eight-digit format MMDDCCYY. The grant date entered may be up to 31 calendar days in the future. In the event that the STAT-PA system is unavailable at the time the shoes are provided, the PA request may be backdated up to four calendar days.

Quantity or Days Supply Requested ____

STAT-PA REQUEST CHECKLIST
ALL information must be entered for each category, both in the STAT-PA system and on this worksheet.

A. Please enter the eight-digit signature date on the prescription in MMDDCCYY format. The prescription date cannot be more than six months in the past from the requested grant date.

____ ____ ____ ____ ____ ____ ____ ____

B. Has the recipient received orthopedic shoes in the past?

If yes, enter 1. If no, enter 2. _____

1. If yes, proceed to question C.
2. If no, proceed to question E.

C. Did the recipient wear orthopedic shoes to the pedorthic examination?

If yes, enter 1. If no, enter 2. _____

1. If yes, proceed to question D.
2. If no, you will receive the following message: "Your prior authorization request requires additional information. Please submit your request on paper with complete clinical documentation."

D. Are the recipient's current shoes in disrepair?

If yes, enter 1. If no, enter 2. _____

1. If yes, proceed to question E.
2. If no, you will receive the following message: "Your prior authorization request requires additional information. Please submit your request on paper with complete clinical documentation."

E. Are the requested shoes manufactured by Drew, P.W. Minor, Markell, or Apex?

If yes, enter 1. If no, enter 2. _____

1. If yes, proceed to the next step.
2. If no, you will receive the following message: "Your prior authorization request requires additional information. Please submit your request on paper with complete clinical documentation."

F. Please enter the Mobility Level (MBL) that best describes the recipient. _____
    MBL 1 - The recipient walks in the community with or without the assistance of another person or an assistive device. (Enter 1)
    MBL 2 - The recipient walks in his/her place of residence only with or without the assistance of another person or an assistive device. (Enter 2)
    MBL 3 - The recipient does not stand up to walk or transfer without maximum assistance or mechanical support. (Enter 3)

G. Please enter the Diagnosis Level (DXL) that best describes the recipient. _____
    DXL 1 - The recipient has urinary incontinence or any underlying pathology that results in a flat foot. (Enter 1)
    DXL 2 - The recipient has diabetes with complications such as: gross foot deformity, excluding diagnosis code 250.0, history of foot ulcers, loss of sensation, etc. (Enter 2)
    DXL 3 - The recipient has gross foot deformity(ies). (Enter 3)
    DXL 4 - The recipient has a chronic disorder or disability, without gross foot deformity, such as: osteoarthritis, rheumatoid arthritis, cerebral palsy, mental retardation, cerebral vascular accident, peripheral, vascular disease, cardiovascular disease, diabetes without complications, plantar faciitis, Alzheimer's disease, senile dementia, multiple sclerosis, Parkinson's disease, etc. (Enter 4)

H. Please enter the recipient's nine-digit Need Level (NDL) number. (Use 1 to indicate a "yes" response to the need level or 2 to indicate a "no" response to the need level.)

Need Level (NDL)	Response Yes = 1 No = 2
NDL 1 - Are the extra depth shoes necessary for arch supports to treat flat feet?	
NDL 2 - Do extra depth shoes require replacement due to soiling from urine?	
NDL 3 - Are extra depth shoes necessary to accommodate shoe inserts that will support an orthopedic deformity (other than those in NDL 1)?	
NDL 4 - Are extra depth shoes necessary to accommodate AFO/KAFO (other than those in NDL 1)?	
NDL 5 - Does the recipient have a leg length discrepancy equal to or greater than 1/2 inch?	
NDL 6 - Are extra depth shoes necessary to provide support for the recipient's gross foot deformity?	
NDL 7 - Will the recipient maintain his/her Mobility Level (MBL) if orthopedic shoes are provided?	
NDL 8 - Can the recipient improve at least one full MBL if orthopedic shoes are provided?	
NDL 9 - Are mismate shoes equal to, or greater than, one full size necessary?	

Please enter all nine digits of the Need Level: ____ ____ ____ ____ ____ ____ ____ ____ ____

A PA number will be assigned at the end of the transaction. Please enter the assigned PA number in the space provided at the top of the first page of this worksheet, below the recipient's name.

ATTACHMENT 2
STAT-PA System Instructions

The Wisconsin Specialized Transmission Approval Technology – Prior Authorization (STAT-PA) system is an electronic prior authorization (PA) system that allows Medicaid-certified providers to request and receive PA electronically rather than by mail or fax. Providers answer a series of questions and receive an immediate response of an approved or returned PA.

Providers communicate with the STAT-PA system by entering requested information on a personal computer, a touch-tone telephone keypad, or by calling a STAT-PA help desk correspondent. The automated system is available from 8:00 a.m. to 11:45 p.m., seven days a week. The STAT-PA help desk is available from 8:00 a.m. to 6:00 p.m., Monday through Friday, excluding holidays.

Required information

All providers using STAT-PA will be required to provide the following information:
- Eight-digit Medicaid provider number.
- Recipient's 10-digit Medicaid identification number.
- Procedure code of product requested.
- Type of service (TOS) code.
- *International Classification of Diseases, Ninth Revision, Clinical Modification* (ICD-9-CM) diagnosis code.
- Place of service (POS) code.
- Requested grant date or date of service.
- Quantity or days supply.

When a provider is using STAT-PA to request PA for orthopedic shoes, the provider will also need to answer questions about the recipient's previous experience with orthopedic shoes, the manufacturer of the shoes, and the recipient's mobility, diagnosis, and need levels. Refer to Attachment 1 of this *Update* for a required worksheet for documenting the information needed to request PA for selected orthopedic shoes.

How to use Wisconsin STAT-PA

1. Complete the STAT-PA Orthopedic Shoes Worksheet (Attachment 1).
2. Select your mode of transmission (personal computer, touch-tone telephone, or help desk).

Personal computer requests

To use a personal computer to submit a PA request:
1. Providers enter the PA information into the STAT-PA software provided by Wisconsin Medicaid. To access the STAT-PA software and user manual from the Medicaid Web site at *www.dhfs.state.wi.us/medicaid/*, providers should:
   - Select Provider Publications from the main menu.
   - Scroll down and select "STAT-PA."
   - Follow the steps indicated to ensure proper installation of the STAT-PA software.

. The software and user manual may also be obtained electronically through Wisconsin Medicaid's Bulletin Board System, EDS-EPIX (Searchlight). Refer to Attachment 3 for instructions for downloading the STAT-PA software and user manual from EDS-EPIX. Providers who are unable to access the Bulletin Board through their personal computer may request software by calling the STAT-PA help desk at (800) 947-1197 or (608) 221-2096.

2. Once all data have been entered, the provider transmits the electronic request by using a modem and telephone line. The telephone number is (800) 947-4947 or (608) 221-1233. Refer to the STAT-PA user manual for more information on how to transmit the electronic request.

STAT-PA processes the information and, in minutes, generates an electronic confirmation transaction that displays directly on the provider's personal computer screen. The transaction shows:

- What the provider requested.
- The procedure code that was authorized.
- The assigned PA number.
- Grant and expiration dates.

Telephone requests

To use a touch-tone telephone to submit a PA request:

1. Call (800) 947-1197 or (608) 221-2096. This connects you directly with the STAT-PA system.
2. When the system answers, it will ask a series of questions that providers answer by entering the information on the telephone keypad. The STAT-PA Orthopedic Shoes Worksheet (Attachment 1) gives the information needed in the order it is requested.

   Note: When using a touch-tone telephone to enter the Medicaid provider number, recipient identification number, procedure code, TOS code, ICD-9-CM diagnosis code, POS code, requested grant date, and quantity, always press the pound (#) sign to mark the end of the data just entered. The pound (#) sign signals to the system that the provider has finished entering the data requested and ensures the quickest response from the system.

Providers may be asked to enter alphabetic data, which can be entered by using the asterisk (*) key. For example, a provider is asked to enter a procedure code, such as L3216. The first character is an alpha character; therefore, the provider presses the single asterisk (*) followed by the two digits that indicate the letter. The first digit is the number on the keypad where the letter is located and the second digit is the position of the letter on that key. For example:

Procedure code L3216 should be entered as *53 3 2 1 6.

Alphabet key:

A = *21	G = *41	M = *61	S = *73	Y = *93
B = *22	H = *42	N = *62	T = *81	Z = *12
C = *23	I = *43	O = *63	U = *82	
D = *31	J= *51	P = *71	V = *83	
E = *32	K = *52	Q = *11	W = *91	
F = *33	L = *53	R = *72	X = *92	

3. Once all data have been entered completely, STAT-PA begins to process the information and, in minutes, indicates the PA number and, if approved, the authorized level of service.

Once familiar with the STAT-PA system, providers may enter the PA information in the designated order immediately – there is no need to wait for the full voice prompt. Providers may key information at any time, even when the system is relaying information. The system automatically proceeds to the next function.

STAT-PA help desk requests

Providers who do not have a personal computer or touch-tone telephone may call the STAT-PA help desk. The help desk correspondent has the personal computer software to access STAT-PA and enters the required data requested from the provider. For the help desk, call (800) 947-1197 or (608) 221-2096.

The STAT-PA help desk is available to all providers using STAT-PA. Providers may use the help desk to order software for a personal computer or to report difficulties with the system.

Documentation information

*   Providers are required to retain the assigned PA number for:
    *   Use in claim submission, if approved.
    *   Submission of a paper PA request when more clinical documentation is needed.
*   Providers also receive, by mail, a confirmation notice indicating the assigned PA number and the STAT-PA decision. This confirmation notice should be maintained as a permanent record of the transaction.
*   Providers must maintain all documentation that supports medical necessity, claim information, and delivery of equipment in their records for a period not less than five years.

Helpful hints

*   In personal computer transactions, the provider is given 40 seconds to respond to requested data for each field of information. If the provider is making changes to a field, the provider is then given 90 seconds to respond before being disconnected. If disconnected, the provider may try again.
*   In touch-tone telephone transactions, the provider is given three attempts at each field to correctly enter the requested data. Failure to enter any data within three minutes ends the telephone connection.
*   Providers are allowed 25 PA requests per connection for personal computers and five PA requests per connection for touch-tone telephone and help desk.
*   The decimal point for diagnosis codes is not required when entering a STAT-PA request by personal computer or touch-tone telephone; however, all digits of the codes must be entered.
*   The grant date entered by the provider may be up to 31 calendar days in the future.
*   In the event that the STAT-PA system is unavailable at the time the shoes are provided, the PA request may be backdated up to four calendar days.
*   Providers needing to enddate a PA request due to a change in prescription may do so through the STAT-PA help desk. The help desk correspondent will assist the provider through this process.
*   The help desk is available to all STAT-PA users. If you are experiencing difficulties with the system, please call the help desk.

ATTACHMENT 3
Downloading STAT-PA software and user manual from the EDS-EPIX bulletin board

1. If this is the first time you will be installing Specialized Transmission Approval Technology - Prior Authorization (STAT-PA) software on your computer, we recommend that you create a directory on your hard drive specifically for your STAT-PA software. To do this, type the following command at the C:\ prompt in DOS:

    MD STAT PA   [ENTER]

2. Set up your communications software to dial EDS-EPIX at (608) 221-8824. Along with the telephone number, you may need to program your software to dial with the following settings:

Baud Rate:	14,400 (maximum)		Duplex:	Full
Parity:	None		Protocol:	ZMODEM (recommended)
Data Bits:	8		Terminal Emulation:	ANSI
Stop Bits:	1			

    Note: These settings are standard for most communication software packages.

3. Dial into EDS-EPIX. Before your initial login, you will be asked if you have a color screen. Select Y/N/Disable, whichever is appropriate for your system.

4. Next, you will be asked your name. You may enter your name and register as a new user, or you may login as a guest user as follows:

    Enter your name, or type NEW or GUEST

5. Press [ENTER] to continue through EDS-EPIX news and review new user help information until you reach the Main Menu.

6. At the EDS-EPIX Main Menu, choose "Files – Download/Upload Files" by typing "F" to continue to the EDS-EPIX Files System Menu.

7. Next, select "6-Files-STAT-PA software" by typing "6" [ENTER]. Press [ENTER] again when prompted to list filenames available for downloading. Select "N" when asked to display long file descriptions.

8. To tag a file for downloading, select "Tag," [ENTER]. At the next screen, type the letter indicated under the TAG column that corresponds to the file you want to receive. When done, press [ENTER]. You will be returned to the Files System Menu.

    Use the following guidelines to decide which files you need to download:
    A. STATEXTD.EXE – If you have already installed STAT-PA on your computer but are getting memory-related error messages, you may need this file.

B. STATSOFT.EXE – If you have never installed STAT-PA on your computer, you will need this file.

C. STATUPDT.EXE – If you have already installed STAT-PA computer but you need the latest version of the software, you will need this file.

9. At this point, you may select "Xproto-Change Xfer Protocol" to choose your download protocol if you haven't done so already. We recommend that you select "Zmodem" as your protocol.

10. Choose "Download – Receive Files from BBS (Bulletin Board System)" by typing "D" [ENTER]. When asked if you wish to select the tagged files(s), choose "Y." You will be asked if you want to automatically disconnect after your download. Choose "Yes," "No," or "Quit" accordingly. The bulletin board is now ready to send the file. Next, you will need to tell your PC to receive a file. If you are unsure of how to do this, please refer to the user manual that came with your communication software package.

11. When you have downloaded your file(s) and disconnected from EDS-EPIX (either by automatically disconnecting or choosing "G – Good-bye" from the Menu), quit your communication software. Exit to your DOS prompt.

12. Go to the subdirectory you specified as your download path to find the downloaded file. If you did not specify a subdirectory, the file will go to your communications software default directory (most likely your C drive).

13. Follow the appropriate step(s) indicated below to install the downloaded file(s):

STATEXTD.EXE
• Copy the STATEXTD.EXE file to your STAT-PA directory.
• At the DOS command prompt, type the name of the file without the ".EXE" extension:
        STATEXTD   [ENTER]

STATSOFT.EXE
• Copy the STATSOFT.EXE file to your STAT-PA directory.
• At the DOS command prompt, type the name of the file without the ".EXE" extension:
        STATSOFT   [ENTER]

STATUPDT.EXE
• In your STAT-PA directory, rename the current STATPA1.EXE file by typing:
        RENAME STAT PA1.EXE STATBACK.EXE   [ENTER]

• Copy the STATUPDT.EXE file to your STAT-PA directory.
• At the DOS command prompt, type the name of the file without the ".EXE" extension:
        STATUPDT   [ENTER]

14. The files with the .DOC extension are your manuals. These files are ASCII DOS text files. To print these files, use the DOS Print command: PRINT [filename]. The file will be printed on the print device you specify.

15. If you have any questions about the EDS-EPIX bulletin board, please contact the Electronic Media Claims unit at (608) 221-4746, Ext. 3037 or 3041. ***Extensions 3037 and 3041 for the Electronic Media Claims (EMC) department are no longer valid. Please select (zero) for assistance and ask to be transferred to the EMC department.**